



## ***WHEN ARE ROBOCALLS LEGAL?***

### **1. What is a robocall and how does it work?**

A “robocall” is when you answer your phone and find that you are listening to a recording. These calls are placed by machines which are called automatic dialing announcing devices (*ADADs or robocalls*). They store hundreds, even thousands, of telephone numbers, and then dial them automatically and play a recorded message.

### **2. When can robocalls (ADADs) be used? What companies or agencies can use them?**

Robocalls are only legal when introduced by a live person unless:

- 1) You are a member or a client of a company or organization that uses them to deliver messages (such as an announcement about a sale) or;
- 2) The police, fire or emergency service agency uses them to contact you about an emergency.

*If you want to read the law, see [Public Utilities Code sections 2871-2876](#).*

### **3. What about the robocalls I get around election time about political candidates or other election issues?**

Political candidates or others supporting candidates or ballot issues also must follow the law and about using Robocalls, which is found in the California Public Utilities Code, Sections 2871-2876.

### **4. What can I do if I receive a robocall that I think is illegal?**

- 1) Call your local telephone company to file a complaint. You must give them the name of who called and if possible the telephone number of the robocaller (it may be provided in the message.)
- 2) Your telephone company will then tell the business that it is not following the law and may give it some time to correct the problem.
- 3) If the business does not correct the use of the robocaller by the time given by the telephone company, the telephone company can disconnect the phone line.
- 4) If you are not satisfied with the telephone company’s response to your robocall complaint, you may contact the CPUC’s Consumer Affairs Branch by filing a complaint online at <http://www.cpuc.ca.gov/PUC/forms/Complaints/> or by telephone at 1-800-649-7570 or in writing to:

California Public Utilities Commission  
Consumer Affairs Branch  
505 Van Ness Avenue  
San Francisco, CA 94102-3298

